

Technical Development Conference Operations Development Conference

February 7-10, 2010 • Nashville, TN



WELCOME

You're invited to participate in NENA's 17th Annual Technical Development Conference and 10th Annual Operations Development Conference, together known as the TDC/ODC. As we move closer to the day when full NG9-1-1 can be implemented, the work for 2010 focuses around completion of standards and definition of the migration paths to NG9-1-1, formal testing, and the education of our 9-1-1 community to support the transition of our industry to NG9-1-1.

This TDC/ODC conference will kick off with descriptions, experiences and discussions from regions and states where early adopters have been active in preparing for and implementing parts of NG9-1-1, and will continue with advancements in technology and operations that drive our industry. We will overview the NG9-1-1 project and development effort. In the two days of breakout sessions, attendees will participate in further developing plans for a prudent transitional approach that can be replicated across the country, and ensure that our technical and operational needs are consistently met.

The TDC/ODC gives you the opportunity to shape and help determine the future of your 9-1-1 community through the discussion of IP-based telecommunication for 9-1-1, and the impact on the operation of the NG9-1-1 network and system, and 9-1-1 call centers. Here you will have the opportunity to network with your peers and help shape national policy, standards and transition planning for our 9-1-1 industry.

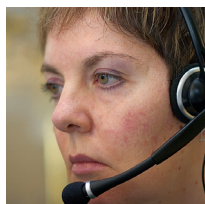
The event will also serve as a key face-to-face forum for further development of essential requirements for 9-1-1 call taker training nationwide and to coalesce various disaster planning recommendations into a cohesive plan involving 9-1-1 communications centers and various other public/private entities.

Help build our future. Join us in Nashville for the TDC/ODC from February 7-10, 2010. We look forward to seeing you there!



Tom Breen, ENP
NENA Technical

Pete Eggimann, ENP
NENA Operations



Technical Lead Team

Tom Breen, ENP, Technical Committee Chair
Tony Busam, Technical Committee Vice-Chair
Roger Hixson, ENP, Technical Issues Director
Barb Thornburg, ENP, Committee Resource Manager
Ron Bloom, ENP, Executive Board Technical Liaison

Data Technical Committee

Delaine Arnold, ENP - Chair
Erica Aubut, ENP - Vice-Chair

CPE Technical Committee

Mike Vislocky - Chair
Robert Walthall - Vice-Chair

Network Technical Committee

Anand Akundi - Chair
John Garner, ENP - Vice-Chair

Non-Traditional Technical Committee

Dave Irwin, ENP - Chair
Paul McLaren - Vice-Chair

VoIP/Packet Technical Committee

Nate Wilcox - Chair
Roger Marshall - Vice-Chair

Next Generation 9-1-1 Transition Planning Committee

David Jones, ENP and Bill Hinkle Co-Chairs
Bob Sherry, ENP and Jim Goerke Co-Vice-Chairs

Technical Committee Advisor

Bob Gojanovich, ENP

Operations Lead Team

Pete Eggimann, ENP, Operations Committee Chair
Wendi Lively, ENP, Operations Committee Vice-Chair
Rick Jones, ENP, Operations Issues Director
Barb Thornburg, ENP, Committee Resource Manager
John Crabill, ENP, Executive Board Operations Liaison

Accessibility Committee

Richard Ray - Chair
Donna Platt - Vice-Chair

PSAP Operations and Next Generation

Integration Committee
Marc Berryman, ENP - Chair

Next Generation 9-1-1 Transition Planning Committee

Bill Hinkle and David Jones, ENP Co-Chairs
Jim Goerke and Bob Sherry, ENP Co-Vice-Chairs

PSAP Operations Committee

Collet Crabill, ENP - Chair
Dave Cox - Vice-Chair

Contingency Planning Subcommittee

John Haynes, ENP - Chair
Dave Cox - Vice-Chair

Human Resources Subcommittee

Ed Marecki, ENP - Chair
Collet Crabill, ENP - Vice-Chair

Public Education and PSAP Training Subcommittee

Sonya Lopez-Clauson, ENP - Chair

Standard Operating Procedures Subcommittee

April Heinze - Chair
Steve Brooks, ENP - Vice-Chair

CONFERENCE DETAILS

The 2010 TDC/ODC returns to the Music City, Nashville for an event that promises to cover a wide range of topics/concerns while providing an opportunity to move cooperatively forward, both in technical/operations interaction and in activities involving representatives from other diverse organizations.

Attendees of the two conferences will be working together throughout the event, starting with focus on lessons being learned by state, regional and local implementers of various NG9-1-1 components. Ranging from transition recommendations to interoperability issues to following open standards, guidance will be provided to both public and private industry entities involved in various aspects of NG9-1-1, including providers of various communications services to the public.

Attendees of both events will get a view of today's rapidly evolving sensor/alarm services and their roles within NG9-1-1 and in the wider space of evolving NG emergency communications.

In addition to many joint working sessions throughout the three days, there will be focus on bringing in attendees from various other public/private entities in the broader areas of emergency communications/services to assist in coordinated efforts, such as call taker training essential requirements, disaster planning, N11 interaction and other important activities.

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Pre-Conference Courses

Sunday, February 7

8:30 AM – 4:30 PM

Introduction to Converging 9-1-1 Technologies

It started with simply dialing "9-1-1" from a landline phone. Then, in the blink of an eye, it evolved into Enhanced 9-1-1, Wireless E9-1-1, VoIP, MLTS, Skype, NG9-1-1, and countless other public safety and telecommunications services, devices, and systems – each with their own unique benefits and challenges that affect PSAP operations. This course is designed to prepare new emergency communications professionals for the increasingly diverse and interconnected public safety landscape taking shape in front of us.

As the boundaries of what the 9-1-1 system is capable of expand outward, it is important that public safety professionals understand how this impacts the communications center. Attendees will learn about the new and emerging consumer, telecommunications industry, and public safety technologies that converge under the PSAP roof and will explore what they are, how they work, and the effect they have (or will have) on communications center operations now and in the future.

Next Gen Employees for the Next Gen PSAP

9-1-1 is evolving and so is the makeup of communications center workforce. As PSAPs prepare for next generation technology, they must also prepare for next generation telecommunicators. Although the ability to utilize cell phones, text messaging, and the internet have created a new breed of worker who is comfortable with technology, challenges may arise when trying to communicate with these Generation Y-ers (born 1981-2000).

By preparing for them and the Millennials (born after 2000), we can determine how they will affect the inter-employee dynamic within the PSAP. By learning about the work ethics, motivations, and values held by the younger generations, PSAP managers can engender better communications, improve morale, and create a new generation of leaders. Through attending this course, 9-1-1 professionals – from the manager to the telecommunicator – will obtain a better understanding of their co-workers and learn to promote better social dynamics in the PSAP.

About the National Emergency Number Association (NENA)

NENA is The Voice of 9-1-1™. NENA promotes implementation and awareness of 9-1-1 as North America's universal emergency number. NENA is the leading professional non-profit organization dedicated solely to 9-1-1 emergency communications issues. NENA serves its nearly 7,000 members in 48 chapters across the U.S., Canada and Mexico through policy advocacy, establishment of technical and operational standards, certification programs and a broad spectrum of educational offerings. Find out more at www.nena.org.

Questions? Visit www.nena.org/2010-tdc-odc or call 1-800-332-3911 for more information.

AGENDA

Tentative agenda and subject to change

Sunday, February 7

- 7:30 AM – 5:00 PM** **Registration**
8:30 AM – 4:30 PM **Pre-Conference Courses**
- Introduction to Converging 9-1-1 Technologies
 - Next Gen Employees for the Next Gen PSAP
- 5:30 PM – 6:30 PM** **Welcome Reception**

Monday, February 8

- 7:30 AM – 5:00 PM** **Registration**
8:30 AM – 10:00 AM **Opening Session**
- Presentations and discussion of NG9-1-1 related work by early adopter states and regions, including transition considerations
- This session will include overviews of NG9-1-1 such as planning and implementations by states and regions which have already moved toward NG9-1-1 systems. Readouts will cover what parts of NG9-1-1 have been put in place and are in use, experiences with operations to date, problems encountered, interoperability issues, and needs for content in Standards and Information Documents. Transition issues will involve interaction with and discussion by the NENA NG9-1-1 Transition Planning Committee.
- 10:00 AM – 10:15 AM** **Break**
10:15 AM – 12:00 PM **Opening Session continues**
- NG9-1-1 Project Update and 2010 completion activities.
- This session will highlight what we have accomplished so far, what is yet to complete, priorities, and timeline relationships in 2010.
- 12:00 PM – 1:15 PM** **Lunch Provided**
1:15 PM – 3:00 PM **Sensor Environment and Impacts on NG9-1-1 and Emergency Communications**
- This session will include coverage by sensor/alarm providers, standards representatives, and telecommunications providers which are targeting data messaging to increase business opportunities. There will be an overview of the types and purposes of sensors in use or planned, and how they will impact NG9-1-1 and emergency entities (PSAPs and others).
- 3:00 PM – 3:15 PM** **Break**
3:15 PM – 5:00 PM **Topic Sessions**
- Review of opening sessions' information and impacts
 - Analysis of possible additions/adjustments to national work based on early adopter experiences and needs
 - Review of in-progress and planned NENA NG9-1-1 Project actions for 2010

Tuesday & Wednesday Topics Include:

- NG9-1-1 educational session regarding its relationship to E9-1-1 functionality, utilizing analogies and correlations
- Readout of NG9-1-1 Industry Collaboration Events (ICE) to-date, including what has been learned in testing among multiple vendors of various NG9-1-1 components
- Purpose, plans and status of NG Safety Consortium, which includes approximately 40 organizational members, in addition to 35 9-1-1-related entities and others
- Update on call taker training essential requirements development work and seeking important input from conference attendees, to assist in finalizing this national work
- Update on N11 interaction and interoperability work in progress and utilizing attendee input to enhance and expand development process
- Coordinated disaster planning discussion and planning across multiple emergency communications/services entities and others
- Various joint technical/operations areas and others are being developed and will be added

Tuesday, February 9

- 8:30 AM – 10:00 AM** **Topic Sessions**
10:00 AM – 10:15 AM **Break**
10:15 AM – 12:00 PM **Topic Sessions**
12:00 PM – 1:15 PM **Lunch on your own**
1:15 PM – 2:30 PM **Topic Sessions**
2:30 PM – 2:45 PM **Break**
2:45 PM – 5:00 PM **Topic Sessions**

Wednesday, February 10

- 8:30 AM – 10:00 AM** **Topic Sessions**
10:00 AM – 10:15 AM **Break**
10:15 AM – 12:00 PM **Topic Sessions**
12:00 PM **TDC/ODC Adjourns**

NOTE: Please DO NOT make travel arrangements that require you to leave the meeting prior to 12:00 noon Wednesday.

TDC/ODC topics cover areas of importance to all NENA technical and operations committees. While some sessions cover topics related to a specific committee, many will be broader, of importance to multiple committees and joint working groups.

Ground Rules for TDC Participation

The TDC is a working conference—an opportunity to learn through sharing issues and focusing on solutions. The following ground rules have been established to support this process:

- If this is your first TDC, please visit NENA TDC/ODC web site area, www.nena.org/2010-tdc-odc to review a 9-1-1 tutorial and also link to approved NENA standards. The purpose of the TDC is to find technical solutions with national and international application. Solutions are developed by conference attendees, many of whom are NENA members. Please leave your affiliation at the door.
- The TDC is a working meeting that starts at 8:30 AM and continues until 5:00 PM. No other activities are allowed to conflict with the conference program. Please come prepared to work.
- Everyone is encouraged to attend topic sessions and learn about the technical aspects of 9-1-1. Feel free to network with others during free times. We encourage discussion of the topics outside the sessions.
- Please do not disrupt sessions with questions not germane to the discussion at hand or questions relevant to only your home area or organization.
- All pagers and cell phones must be turned off or set to silent mode.

REGISTRATION FORM

**Please register only one attendee per form.
Duplicate if necessary. Print or type all information.**



First Name	Middle Initial	Last Name	
Badge Name	Title		
Agency/ Company			
Address			
City	State/Province	Zip/Postal Code	Country
Daytime Phone	E-Mail Address		

Please check the appropriate box: I am registering for: ☐ TDC ☐ ODC

Please check if this is your first time attending ☐

Please check and specify if you have Special Needs ☐ _____

Registration Fee

(Includes registration materials, intensive 3-day program, welcome reception, combined group luncheon, refreshment breaks and commemorative shirt)

Please indicate shirt size: ☐ Medium ☐ Large ☐ X Large ☐ XX Large ☐ XXX Large

	Early Registration (received by 12/21/09)	Regular Registration (received after 12/21/09)	Fee Totals
Full Program Registration	<input type="checkbox"/> \$395	<input type="checkbox"/> \$425	\$ _____
ENP (You must be a current/active ENP)	<input type="checkbox"/> \$375	<input type="checkbox"/> \$395	\$ _____

Additional Events

Pre-Conference (Includes instruction, course materials and refreshment breaks)

One-Day Course – Sunday, February 7, 2010 ☐ \$195 ☐ \$225 \$ _____

☐ Introduction to Converging 9-1-1 Technologies

☐ Next Gen Employees for the Next Gen PSAP

TOTAL DUE _____

Method of Payment

☐ Check enclosed in the amount of \$ _____

Credit Card Payment: ☐ MasterCard ☐ Visa ☐ American Express

Card #: _____ Exp. Date: _____

Name as it appears on card: _____

Signature: _____

Send payment by mail or fax to: NENA TDC/ODC



4350 North Fairfax Drive, Suite 750

Arlington, VA 22203

Phone: (800) 332.3911 • Fax: (703) 812.4675

Cancellations

All cancellations must be in writing. Cancellations received before December 21, 2009, will be charged a \$25 fee. No refunds can be made after December 21, 2009.

A Night at the Grand Ole Opry

Saturday, February 6, 2010

Join other attendees and guests for a night of singing and dancing in the historic Ryman Auditorium as you listen to some of country music's best performers. It promises to be an evening you won't forget! Contact Rick Jones at rjones@nena.org to purchase your ticket. **Space is limited.**

For NENA Use Only

ID: _____

Invoice #: _____

Amount Received: _____



National Emergency Number Association
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203-1695

NASHVILLE INFORMATION

Official Conference Hotel

The Renaissance Nashville Hotel is the headquarters hotel for TDC/ODC. All TDC/ODC sessions and events will be held at the Renaissance Nashville Hotel or the adjoining Nashville Convention Center. The Renaissance Nashville Hotel is conveniently located in downtown Nashville and is a short walk away from the Historic Second Avenue District.

"The District" is the place to go for dining, live entertainment or just to unwind. You will also find the Historic Ryman Auditorium, Country Music Hall of Fame, Sommet Center, Frist Center for the Visual Arts, Tennessee Performing Arts Center & Tennessee State Museum, all just steps away from the Renaissance Nashville Hotel.

NENA has secured a discounted rate of \$169 at the Renaissance Nashville Hotel for all TDC/ODC attendees. To make your hotel reservation call 1.800.266.9432 and identify yourself as a NENA TDC/ODC attendee. Reservations can also be made online at www.nena.org/2010-tdc-odc/housing.



See Nashville & Save!

Receive a 10% Discount on any of the following tours.

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- Nashville Nights
- Grand Legends
- Full Day City Tour & Grand Legends
- Homes of the Stars
- Full Day City Tour & Homes of the Stars

For pricing and additional information about each tour visit <http://www.graylinenashville.com/tours.cfm>.

To book your reservation, call Ms. Utma Martin at 800.251.1864 ext. 107. You must identify yourself as a NENA TDC/ODC guest or attendee to receive the 10% discount.

TDC/ODC Sponsor

